

From: [PUC PUC.PublicComments * PUC](#)
To: [BEITZEL Russell * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Docket UM 2280 Sun Country Water
Date: Wednesday, October 4, 2023 5:24:10 PM

Comments received.

Deanna

From: Warren Godridge <warren@drive21.com>
Sent: Monday, October 2, 2023 10:54 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Re: Docket UM 2280 Sun Country Water

You don't often get email from warren@drive21.com. [Learn why this is important](#)

Reporting an outage of water supply from Sun Country Water that occurred on the morning of Sunday October 1st around 6am.

Thanks,

Warren



Warren Godridge

Founder – *drive21*



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Bend, OR 97703
drive21.com ☐ ☐ ☐

On Fri, Sep 29, 2023 at 6:12 AM Warren Godridge <warren@drive21.com> wrote:

Further to my email of yesterday, it turns out that the water supply at Upper Saddleback was off and on all day yesterday, was out as of 8pm last night, and is still not on as of 5am today.

When contacted, Butch of Sun Country Water said "there's a leak somewhere and I don't know where it is or what to do about it."





The PUC needs to step in here and send a capable and reputable firm to fix these issues now

please.

Thanks,

Warren

 **Warren Godridge**
Founder – *drive21*


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On Thu, Sep 28, 2023 at 1:17 PM Warren Godridge <warren@drive21.com> wrote:

To whom it may concern.

With reference to Sun Country Water, docket UM 2280, we experienced a water outage this morning at our property, 19080 Saddleback Lane, Bend, OR 97703, starting at 6am and lasting approximately 45 minutes. When contacted about the outage, the owner of Sun Country Water said (and I am paraphrasing) "I'm not sure I'm supposed to be dealing with these issues any more".

The water came back on around 6.45am, but I am not sure if the owner did anything to it or not to fix the problem. He claimed, when he called my wife back, that he didn't see anything wrong at the reservoir, so it appears that he did go and investigate, but as we know the owner has been unreliable and not completely transparent about how he operates. If he thinks he is no longer responsible for providing and maintaining the water supply we are going to be in trouble very soon.

Thanks,

Warren

 **Warren Godridge**
Founder – *drive21*


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